

Installation Guide

hp StorageWorks Business Copy EVA/MA/EMA 2.3 Host Agent for Windows

Product Version: 2.3

Fifth Edition (September 2004)

Part Number: T3032-96207

The HP StorageWorks Business Copy (BC) for enterprise virtual array (EVA), modular array (MA), and enterprise modular array (EMA) installation guide describes procedures for installing, reinstalling, updating, and removing the BC host agent software.



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Business Copy EVA/MA/EMA 2.3 Host Agent for Windows Installation Guide

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about this guide

This installation guide supersedes previous Business Copy (BC) host agent installation guides and provides information to help you:

- Understand BC host agent installation prerequisites
- Install BC host agent for Windows® software on a host computer in a BC network

This host agent installs on the following Microsoft® host operating systems (OSs):

- Windows Server 2003
- Windows 2000 Advanced Server

- Update BC host agent software on a host computer
- Reinstall BC host agent software on a host computer
- Remove BC host agent software from a host computer
- Contact technical support for additional assistance

“About this Guide” topics include:

- [Overview](#), page 6
- [Conventions](#), page 7
- [Getting help](#), page 8

Overview

This section covers the following topics:

- [Intended audience](#)
- [Prerequisites](#)

Intended audience

This guide is intended for customers and HP authorized service providers. In addition to being familiar with BC, readers should also be knowledgeable of BC-supported:

- SAN fabric configurations
- Host operating system environments
- Storage systems
- Multibus configurations

Prerequisites

Before installing BC host agent software, consider the following items:

- Has the BC server software been installed on a BC server platform?
If not, install the BC server software before continuing. Refer to the *HP StorageWorks Business Copy EVA/MA/EMA v2.3 Getting Started Guide*¹ (AA–RVHPA–TE) for prerequisite information and the *HP StorageWorks Business Copy EVA/MA/EMA 2.3 Server Installation Guide* (T3032–96202) for the installation procedure.
- Does the host computer on which the BC host agent software is being installed have visibility to a BC server platform in the same SAN environment? If not, refer to the *HP StorageWorks Business Copy EVA/MA/EMA 2.3 Network Administration Guide*² (T3032–96301).

1. Hereafter referred to as BC Getting Started Guide.
2. Hereafter referred to as BC Network Administration Guide.

Conventions

Conventions consist of the following:

- [Document conventions](#)
- [Text symbols](#)

Document conventions

This document follows the conventions in [Table 1](#).

Table 1: Document conventions

Convention	Element
Blue text: Figure 1	Cross-reference links
Bold	Menu items, buttons, and key, tab, and box names
<i>Italics</i>	Text emphasis and document titles in body text
Monospace font	User input, commands, code, file and directory names, and system responses (output and messages)
<i>Monospace, italic font</i>	Command-line and code variables
Blue underlined sans serif font text (http://www.hp.com)	Web site addresses

Text symbols

The following symbols may be found in the text of this guide. They have the following meanings:



WARNING: Text set off in this manner indicates that failure to follow directions in the warning could result in bodily harm or death.



Caution: Text set off in this manner indicates that failure to follow directions could result in damage to equipment or data.

Tip: Text in a tip provides additional help to readers by providing nonessential or optional techniques, procedures, or shortcuts.

Note: Text set off in this manner presents commentary, sidelights, or interesting points of information.

Getting help

If you still have a question after reading this guide, contact an HP authorized service provider or access our web site: <http://www.hp.com>.

HP technical support

Telephone numbers for worldwide technical support are listed on the following HP web site: <http://www.hp.com/support/>. From this web site, select the country of origin.

Note: For continuous quality improvement, calls may be recorded or monitored.

Be sure to have the following information available before calling:

- Technical support registration number (if applicable)
- Product serial numbers
- Product model names and numbers
- Applicable error messages
- Operating system type and revision level
- Detailed, specific questions

HP storage web site

The HP web site has the latest information on this product, as well as the latest drivers. Access storage at: <http://www.hp.com/country/us/eng/prodserv/storage.html>. From this web site, select the appropriate product or solution.

HP authorized reseller

For the name of your nearest HP authorized reseller:

- In the United States, call 1-800-345-1518
- In Canada, call 1-800-263-5868
- Elsewhere, see the HP web site for locations and telephone numbers: <http://www.hp.com>.

Installation Preparation

1

This chapter provides preparation information for installing or updating BC host agent software. Refer to the BC Getting Started Guide for prerequisite information before installing BC.

Complete the applicable section before beginning a BC host agent software installation or update.

- [New installation preparation](#), page 10
- [Update installation preparation](#), page 12



Caution: Do not install the BC host agent before reviewing the BC server platform configuration. Installing BC in an unsupported configuration may cause the BC network to function improperly. For procedures on planning and verifying BC supported configurations, refer to the BC Network Administration Guide.

New installation preparation

Complete the following procedures before installing BC:

- [Coordinating Business Copy installation activities](#)
- [Verifying the Business Copy server configuration](#)
- [Verifying the host configuration](#)

Coordinating Business Copy installation activities

Before installing BC, ensure that:

- The BC host agent installation activities have been coordinated with users of the host; coordinating with other users prevents a disruption in host activities
- The BC host agent version being installed is compatible with the BC server for this BC network
- The BC server that supports the BC host agent installation is installed or updated before installing the BC host agent
- The BC server is running while installing the BC host agent

Note: HP strongly recommends that the BC server be running to allow the BC host agent installation software to establish communication with the BC server. If necessary, the BC host agent can be installed without the BC server running.

Verifying the Business Copy server configuration

Before installing the BC host agent, verify that the BC server:

- Has a version level that supports this host agent
- Remains running during the host agent update

Also, record the following BC server platform information for the BC host agent installation:

- Fully qualified network name (such as MyComputer.dept.corp)
- Unqualified network name (such as MyComputer)
- IP address (such as 11.22.33.44)

Make this information available during the BC host agent installation.

To view the network name and IP address of a BC server platform, browse to the BC server platform and log in. Both items are shown at the top of the home page.

When ready, go to the next section.

Verifying the host configuration

Before installing the BC host agent, verify that the host has BC-supported configurations and versions of the following:

- Host operating system version
- StorageWorks Solution Software kit
- FC HBAs and drivers

- StorageWorks Secure Path
- Multibus failover configuration with the storage controllers

This BC host agent is cluster-compatible and supports only Microsoft Cluster Service (MSCS) nodes.

Refer to the BC Network Administration Guide and *HP StorageWorks Business Copy EVA/MA/EMA 2.3 Host Agent for Windows Release Notes*¹ (T3032-98206) for specific requirements.

When ready, go to “[Installing the Business Copy Host Agent](#)” on page 15 to start the installation.

1. Hereafter referred to as BC Host Agent Release Notes.

Update installation preparation

Complete the following procedures before updating to BC v2.3.

- [Downloading the update](#)
- [Backing up the update](#)
- [Coordinating Business Copy update activities](#)
- [Verifying the Business Copy server configuration](#)
- [Verifying the host configuration](#)

Downloading the update

The BC host agent update is available only by download from the Business Copy product page web site.

1. Visit <http://h18000.www1.hp.com/products/storage/software/bizcopyeva/index.html>.
2. Click **software & drivers**.
3. Under **technical support - hp StorageWorks business copy eva**, click the **download software and drivers** link.
4. Under **download software & drivers - specify product name**, click the **business copy upgrade ui eva v2.3 med/doc kit** to access the update download page.
5. Save the update to the host computer.

When ready, go to the next section.

Backing up the update

After downloading the update file, HP recommends backing up the update file and the files extracted from the web site to CD-ROMs that you can keep in one or more locations. This ensures that BC installations and updates can be performed quickly in the future without downloading files again.

HP recommends making the following CD-ROMs.

- One for archival purposes
- One to keep with the BC server platform containing the BC server software
- One or more to retain with BC hosts

To make a CD-ROM backup:

1. Extract the individual files from the download file (BC_2.3_Update.exe).
Do not extract deeper than the first level.
2. Burn a CD-ROM copy of the download file and extracted files.
3. Label each CD-ROM with the month and year. For example:
"Business Copy v2.3—September 2004 Update."

When ready, go to the next section.

Coordinating Business Copy update activities



Caution: If not properly planned and coordinated, updating a BC host agent can result in reduced operational capabilities and failure of BC jobs.

Before installing BC, ensure that:

- The BC host agent update activities have been coordinated with users of the host; coordinating with other users prevents a disruption in host activities
- The BC host agent version being updated is compatible with the BC server for this BC network
- No BC jobs involving the host are running or “undoing” or are scheduled to run or “undo” during the update installation period
- The BC server that supports the BC host agent installation is installed or updated before updating the BC host agent
- The BC server is running while updating the BC host agent

Note: HP strongly recommends that the BC server be running to allow the BC host agent installation software to establish communication with the BC server. If necessary, the BC host agent can be installed without the BC server running.

When ready, go to the next section.

Verifying the Business Copy server configuration

Before updating the BC host agent, verify that the BC server:

- Has a version level that supports this host agent
- Remains running during the host agent update

Also, record the following BC server platform information for the BC host agent installation:

- Fully qualified network name (such as MyComputer.dept.corp)
- Unqualified network name (such as MyComputer)
- IP address (such as 11.22.33.44)

Make sure to have this information available during the BC host agent installation.

To view the network name and IP address of a BC server platform, browse to the BC server platform and log in. Both items are shown at the top of the home page.

When ready, go to the next section.

Verifying the host configuration

Before updating the BC host agent, verify that the host has BC-supported configurations and versions of the following:

- Host operating system version
- StorageWorks Solution Software kit

- FC HBAs and drivers
- StorageWorks Secure Path
- Multibus failover configuration with the storage controllers

This BC host agent is cluster-compatible and supports only MSCS nodes.

Refer to the BC Network Administration Guide and BC Host Agent Release Notes for specific requirements.

When ready, go to [“Installing the Business Copy Host Agent”](#) on page 15 to start the update.

Installing the Business Copy Host Agent

2

This module assumes that “[Installation Preparation](#)” on page 9 has been read and all appropriate steps have been successfully completed. Complete the following procedures, in sequence, to install a BC host agent:

1. [Preparing for installation](#), page 16
2. [Starting the installation](#), page 17
3. [Completing the installation](#), page 25

Note: In MSCS environments, installing the BC host agent on a single host allows the cluster to use BC. However, HP requires installing the BC host agent on all cluster nodes. Otherwise, pertinent drive information for all nodes may not be available for cluster-based operations.

Preparing for installation

Complete the following procedure to install the BC host agent software.

Note: To install BC successfully, the host computer must have at least 41 MBs of free disk space.

CD-ROM method

1. Locate the BC host agent CD-ROM.
2. Insert the CD-ROM into the CD drive.

An auto-run feature begins, extracting the BC host agent files to a default temporary folder on the host computer. After the files are extracted, setup begins.

When ready, go to “[Starting the installation](#)” on page 17.

Web download method

1. Locate either the CD-ROM made from the BC update download (see “[Update installation preparation](#)” on page 12) or the `BC_23_Update.exe` download file on the host computer.
2. Unzip the download file.
3. Navigate to the folder (`.../bc_23_win_ha`) containing the extracted BC Windows files.

This file initiates the BC host agent installation.

When ready, go to “[Starting the installation](#)” on page 17.

Starting the installation

Complete the following procedure to install the BC host agent software.

Note: Do not remove the BC host agent CD-ROM from the CD drive until the installation is complete. Removing the CD-ROM before the installation is complete may cause the installation to fail or BC to function improperly.

1. Locate and double-click the `bc_23_win_ha_install.exe` file to start BC setup; otherwise continue with [step 2](#).

An auto-run feature begins, extracting the BC host agent files to a default temporary folder on the host computer. After the files are extracted, setup begins.

Note: If [Figure 1](#) does not automatically display, manually start the setup using the following steps:

1. Navigate to the Windows folder on the CD-ROM.
2. Double-click the `bc_23_win_ha_install.exe` file to extract the setup files, start setup, and display the Introduction window.

For Windows Server 2003 installations: if an After Installation window displays when the setup initiates, click **Cancel** to continue the installation.

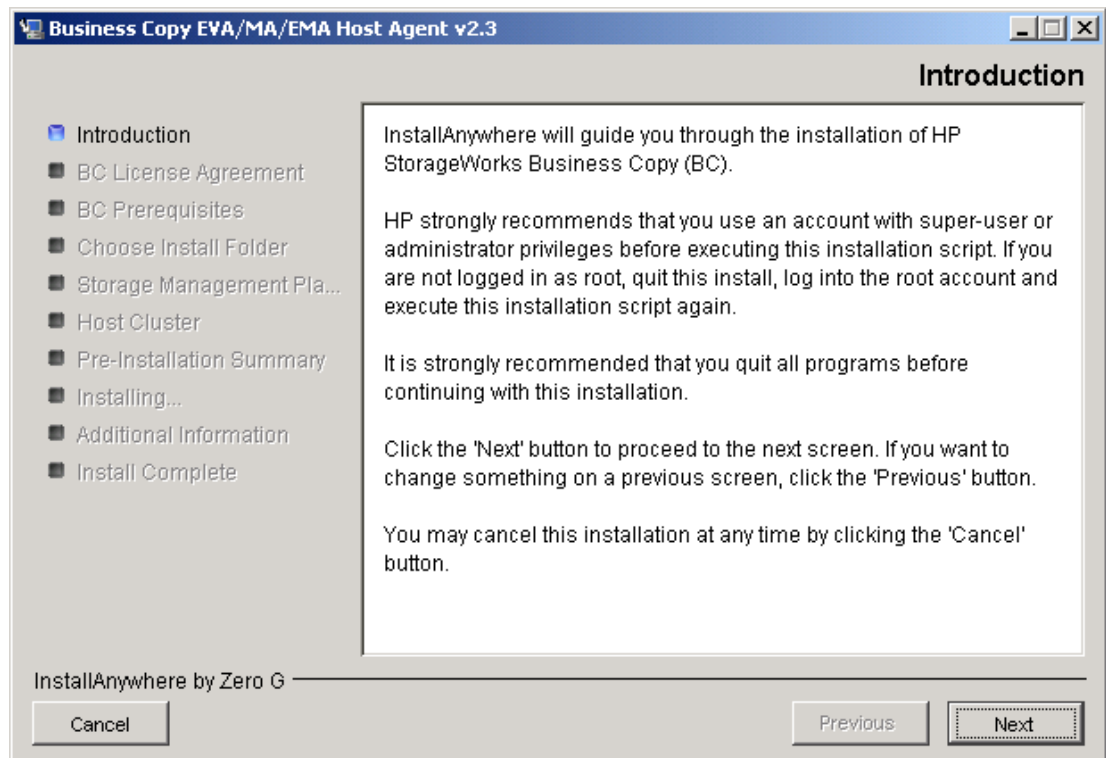


Figure 1: Introduction

Note: Click **Cancel** at any time to exit the installation.

2. Click **Next**.

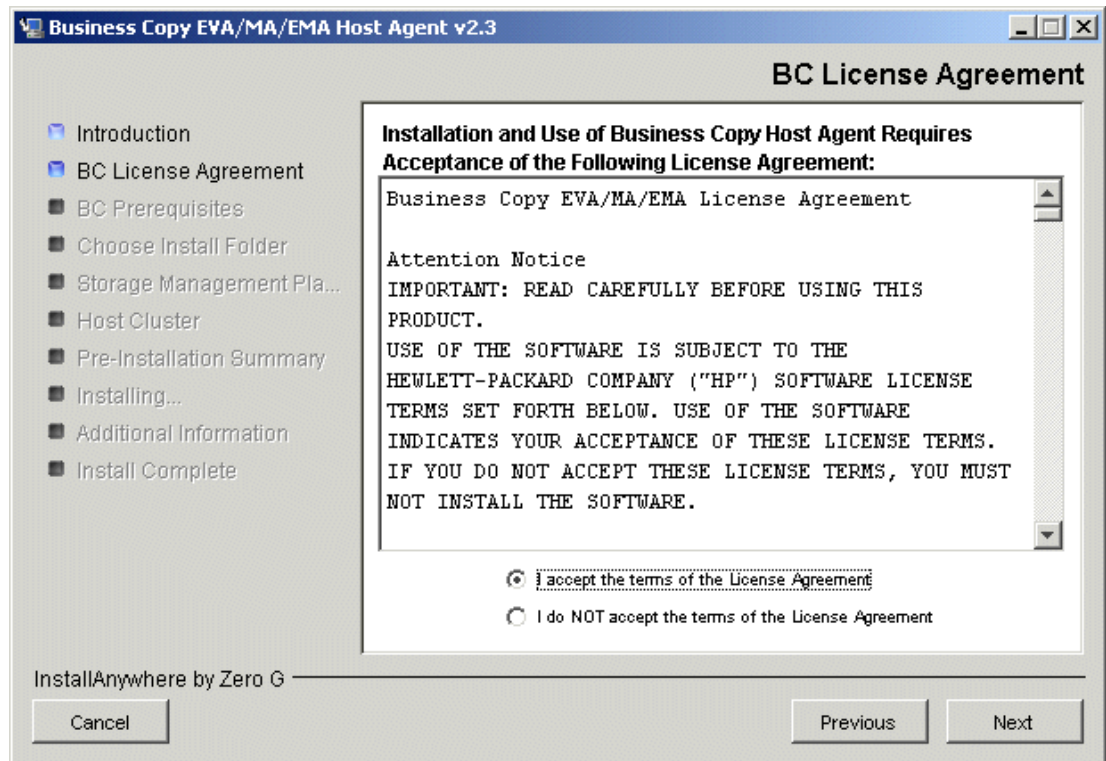


Figure 2: BC License Agreement

3. Carefully review the BC License Agreement terms before continuing with the installation.

Note: To continue installing the BC host agent software, the terms in the agreement must be accepted.

4. Click **I accept the terms of the License Agreement** to continue the installation.
5. Click **Next**.

Review these prerequisites and become familiar with each one. This window provides a reminder of items to verify or perform before continuing the BC host agent installation. Refer to the BC Getting Started Guide for detailed prerequisite information.

Note: If these prerequisites have not been met, or doubts exist as to whether the prerequisites are met, HP recommends clicking **Cancel** to exit the installation. Then, take the necessary action to make sure that the prerequisites are met and restart the installation.

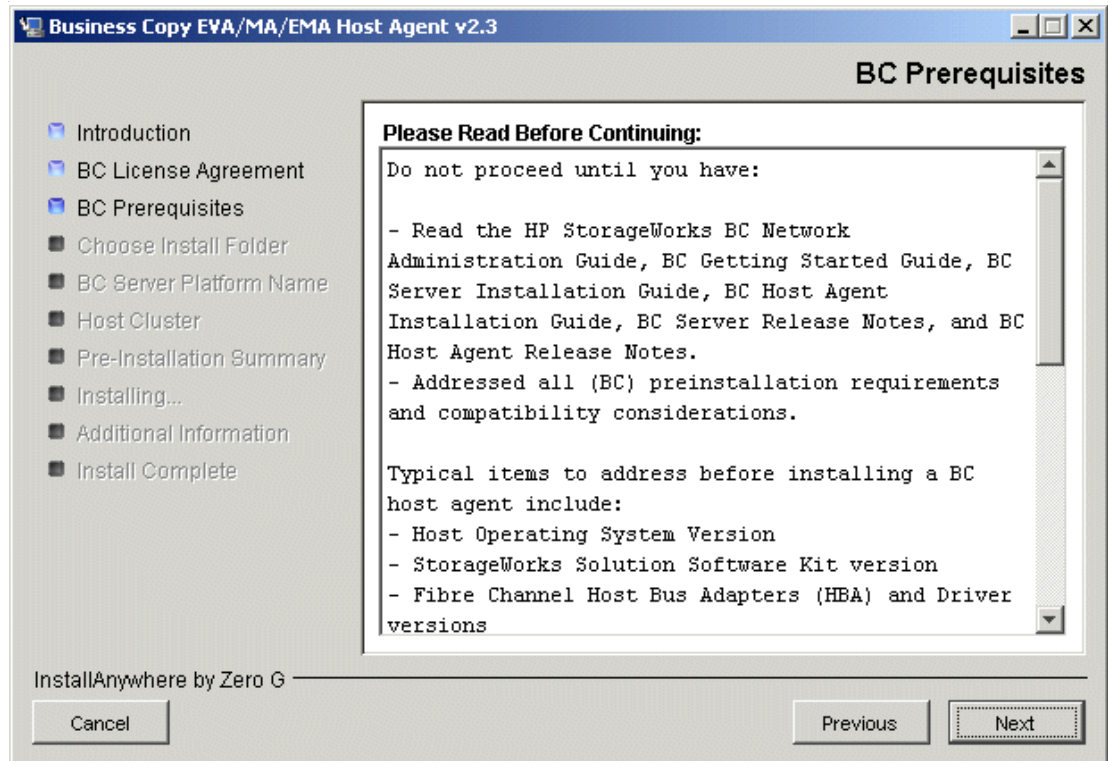


Figure 3: BC Prerequisites

6. If the prerequisites are met, click **Next**.

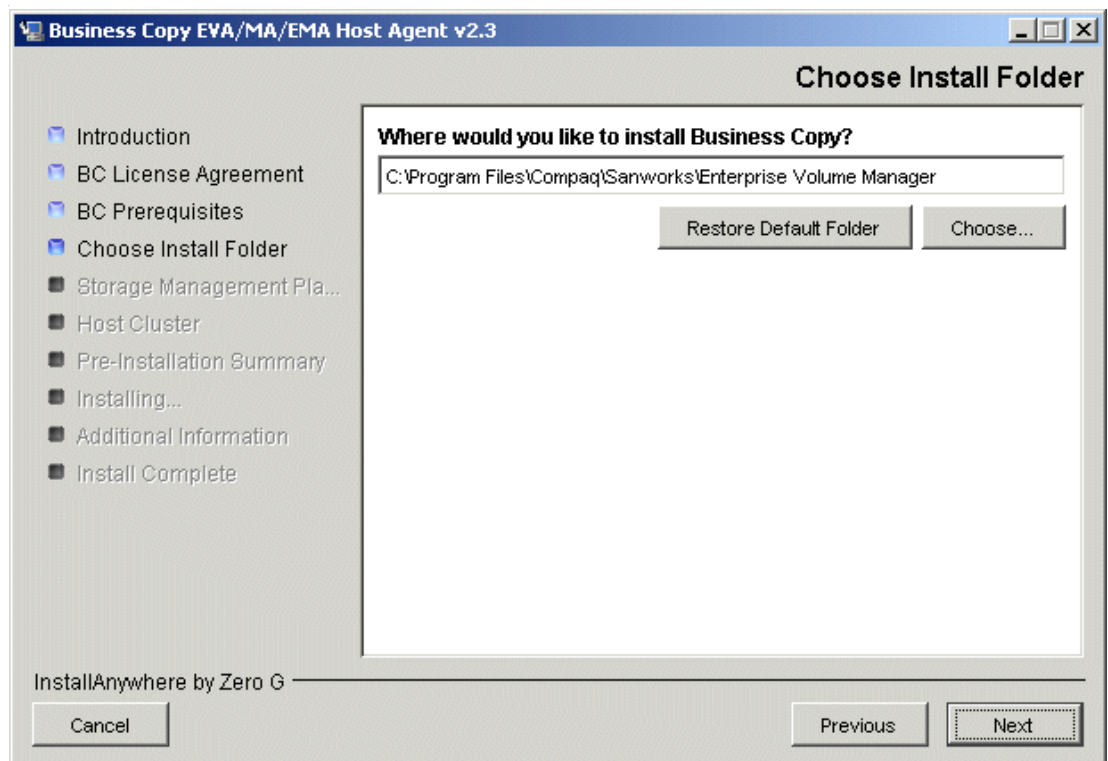


Figure 4: Choose Install Folder

Note: If installing BC on a 64-bit computer, the default installation path is Program Files (x86) \Compaq\Sanworks\Enterprise Volume Manager.

7. Click **Next** if the default destination folder is acceptable; otherwise, click **Choose** to browse to another installation folder and then click **Next**.

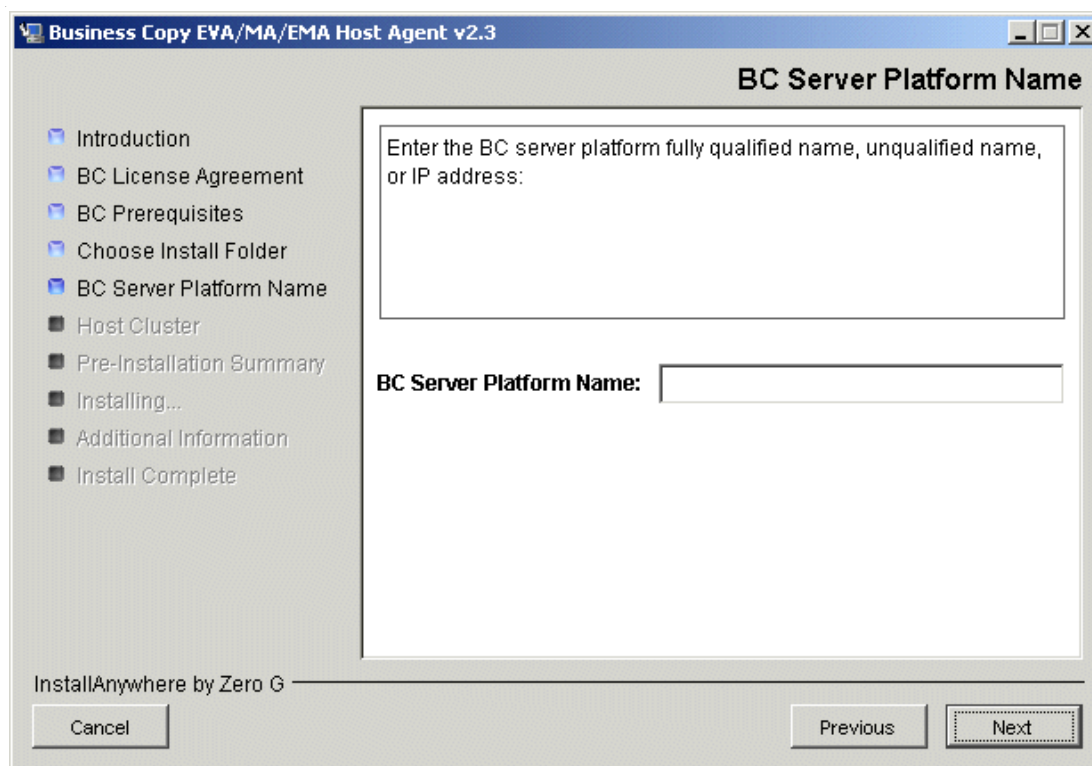


Figure 5: BC Server Platform Name

Note: For reinstallations, the previous BC server platform name displays as the default.

8. Enter the fully qualified name, unqualified name, or IP address of the BC server platform that supports this BC host agent.

Note: HP recommends using the fully qualified name when entering BC server platform name information. The BC server platform name is required to establish network communication between this BC host agent and the BC server.

9. Click **Next**.

A check is performed to verify communication. This check allows an incorrect BC server platform name to be corrected and also provides the opportunity to continue the BC host agent installation in the event that the LAN is down or the BC server platform is offline.

- If this check fails, [Figure 6](#) displays.



Figure 6: Unable to ping BC server platform failure message

- Click **Yes** to continue the installation using the BC server platform name entered in [step 8](#).
- Click **No** to display [Figure 5](#) and continue the installation at [step 8](#).
- If this check succeeds, [Figure 7](#) displays.

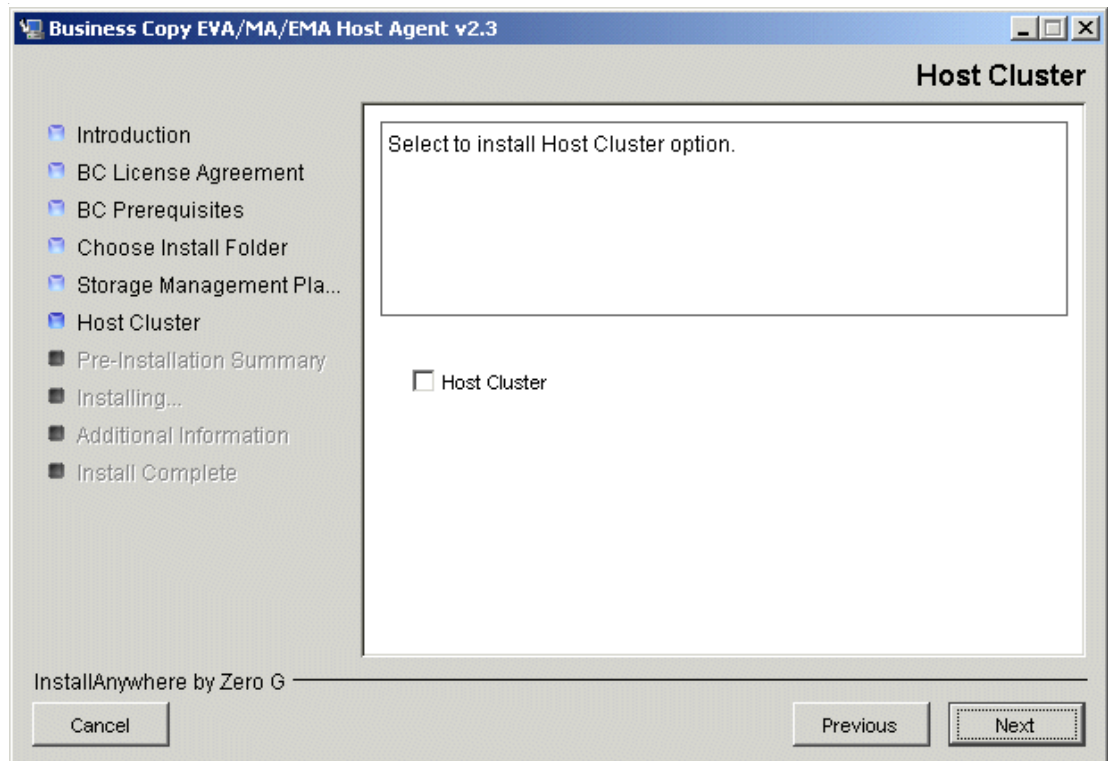


Figure 7: Host Cluster

Note: Install host cluster support only in clusters that use MSCS. All cluster nodes need the host cluster support enabled during BC installation. Enabling this feature on a noncluster node has no impact on BC functionality.

For standalone hosts being added to a cluster environment at a later date, the BC host agent must be reinstalled to add BC cluster functionality.

10. Click **Next** to omit host cluster support; otherwise, check **Host Cluster** to add cluster support, and then click **Next**.

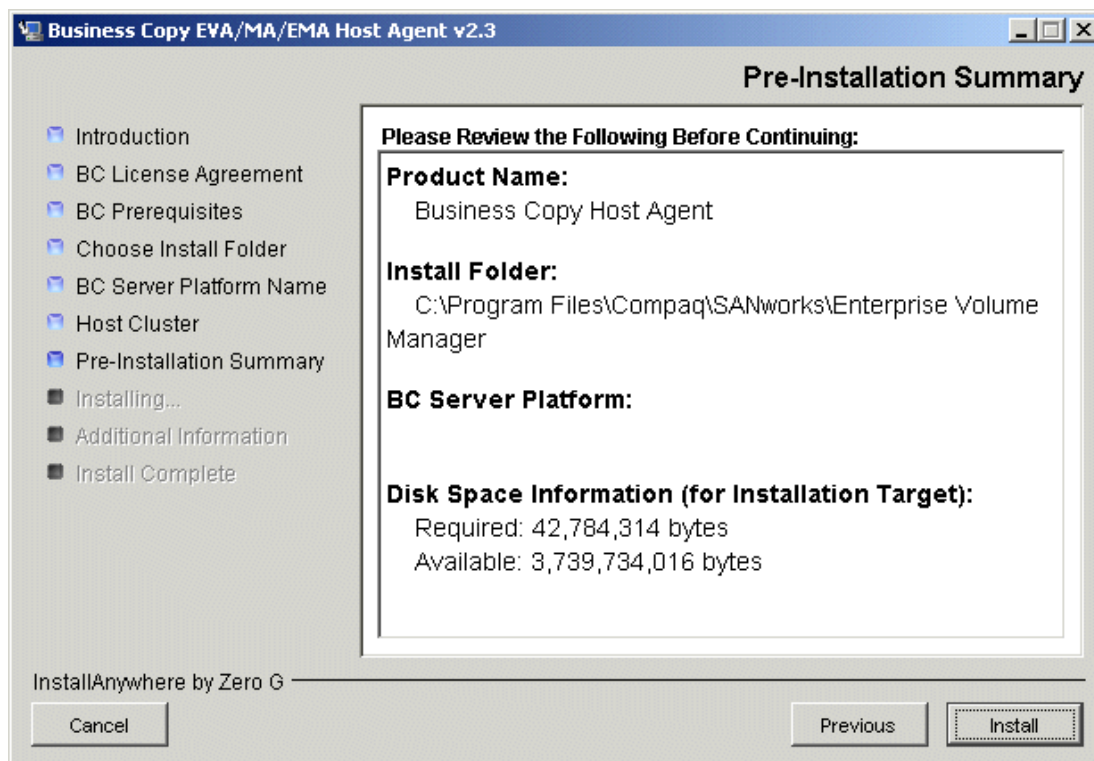


Figure 8: Pre-installation Summary

11. Review the summary information.
12. If the summary information is:
 - Not correct, click **Previous** or **Cancel**.
 - Correct, click **Install**.

An installation progress window briefly displays as the BC host agent software installs.

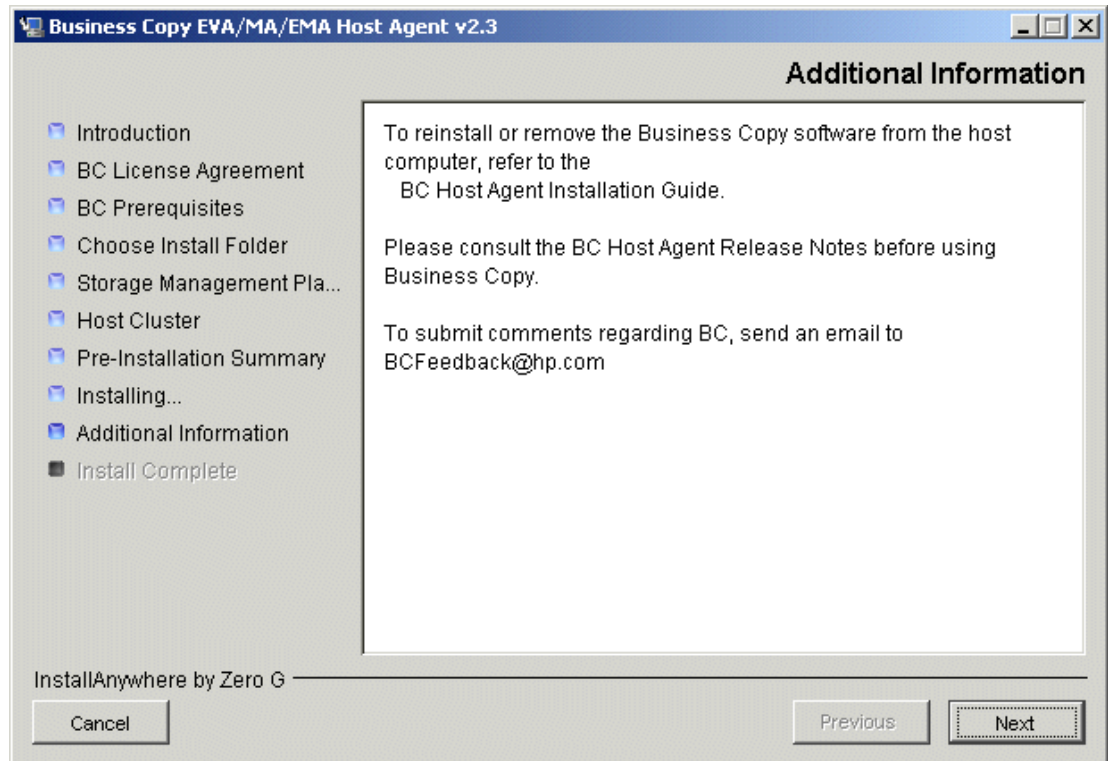


Figure 9: Additional Information

13. Click **Next**.

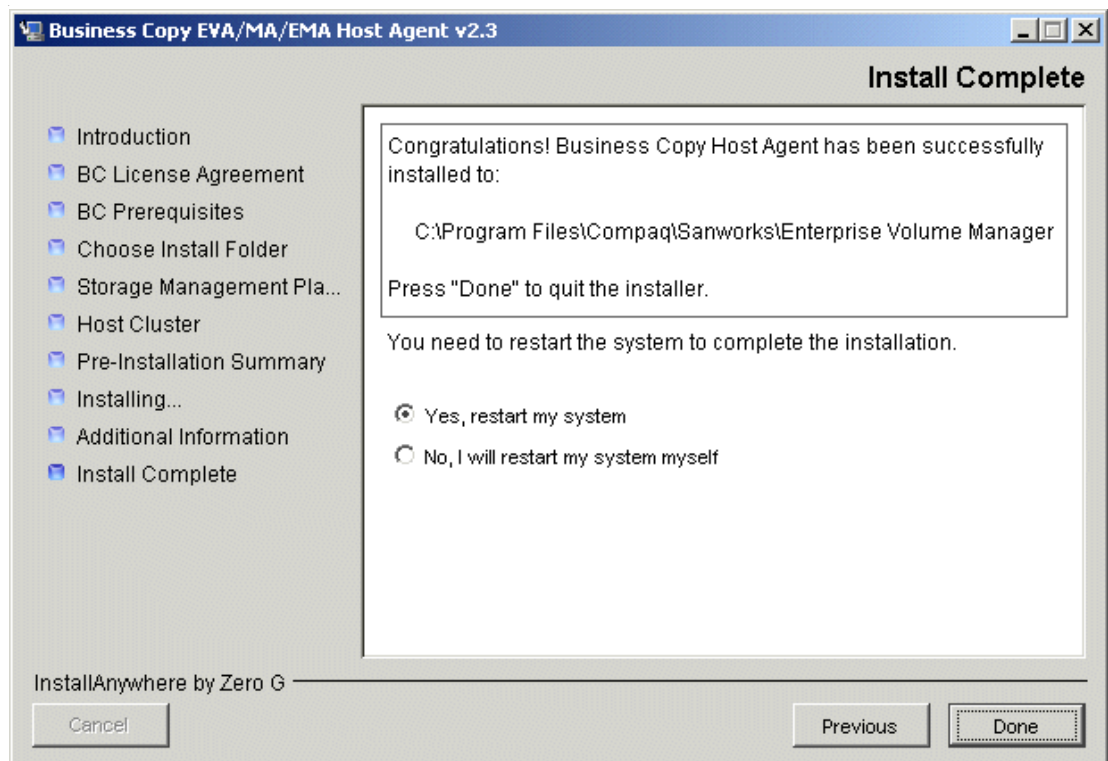


Figure 10: Install Complete

Note: *Do not* remove the BC host agent CD-ROM from the CD drive until a system restart completes and you have logged back in to the host computer to finish the installation.

Note: Not all installations require a system restart. A restart statement displays in the final installation screen if a restart is required.

14. Determine when to restart the system.

- Click **Yes** to restart the system and complete the installation.
- Click **No** to delay the required restart.

Note: If the restart is delayed until a later time, the installation is not complete until the host system restarts. Then complete the last step in this procedure.

15. Click **Done**.

16. After the restart takes place:

- a. Log in to the host system.

Logging in to the host system is critical to completing the BC installation and must occur before the BC host agent CD-ROM is removed.

- b. Remove the BC host agent CD-ROM from the CD drive.

The BC host agent software is now installed. This new BC-enabled host can now communicate with the BC server and participate in BC jobs. Refer to the BC Host Agent Release Notes before using BC.

Completing the installation

If the BC host agent was started during installation, HP recommends browsing to the BC network and verifying that the BC host agent is recognized. Otherwise, perform the verification after manually starting the host agent.

Completing the host agent installation topics include:

- [Reusing customized OSVM.ini settings following a BC host agent installation](#)
- [Manually starting and stopping the Business Copy host agent](#)
- [Browsing to the Business Copy network](#)
- [Verifying that the BC host agent is recognized](#)
- [System files modified during installation and removal](#)

Reusing customized OSVM.ini settings following a BC host agent installation

If the previous BC network used customized settings in the `OSVM.ini` file, these customized attributes should be reapplied following the BC host agent installation.

Note: A previous `SB.ini` file is automatically updated for required changes to BC v2.3 operations during the BC host agent installation.

During the BC host agent installation, the previous `OSVM.ini` file is saved as `OSVM.ini.bak` to allow access to the customized settings. If desired, reapply the customized settings by migrating them from the `OSVM.ini.bak` file to the new `OSVM.ini` file.

Manually starting and stopping the Business Copy host agent

Refer to the BC Network Administration Guide for the procedures to manually start or stop service on a BC host agent.

Browsing to the Business Copy network

To browse to the BC network, the browsing computer must have a BC-supported browser and Java™ Runtime Environment (JRE) installed.

Refer to the BC Network Administration Guide and *HP StorageWorks Business Copy EVA/MA/EMA 2.3 Server Release Notes* (T3032–98201) for details.

Verifying that the BC host agent is recognized

To verify that a BC host agent is being recognized by the BC server platform, complete the following procedure:

1. Browse to and log in to the BC server platform.

The BC GUI displays. Refer to the BC Network Administration Guide, if necessary to access the BC GUI.

2. Click **Help**.
3. Click **About Business Copy**.

- Verify that the BC version number is 2.3.
4. Click **Resources**.
 5. Review the Resources page to verify that this host is included in the host resources display.
A successful installation displays the BC host agent on this page.
 6. Continue to the next host-specific BC Host Agent Installation Guide to add other BC host agents to this BC network or to update existing agents.

System files modified during installation and removal

During the BC host agent installation process, the following host computer system file is modified: `\winnt\system32\drivers\etc\services`.

Sample entries added to the `\winnt\system32\drivers\etc\services` file include:

```
switchboard 4991/tcp #CPQevm switchboard application
bdctrvc     4995/udp  #CPQevm broadcast receiver application
```

During the BC host agent removal process, this file is modified again to remove the BC entries that were added during the installation process.

Reinstalling the Business Copy Host Agent

3

Situations may arise where a change in the BC network requires a change to BC server information stored by the BC host agent. For example:

- The BC server platform is renamed or replaced.
- The BC server platform IP address changes.
- The BC server software is moved to a different BC server platform.
- A network name changes.
- A host computer is reassigned for use with a different BC server platform.
- Cluster support is added to a host.

For these situations, reinstalling the BC host agent may be appropriate.



Caution: Make sure that all personnel involved with using storage systems associated with this BC environment are informed of the impending BC reinstallation. If not properly planned and coordinated, reinstalling a BC host agent while the host agent is involved in running a BC job can result in reduced operational capabilities and loss of data.

Reinstalling BC host agent software replaces only the BC files from the current installation.

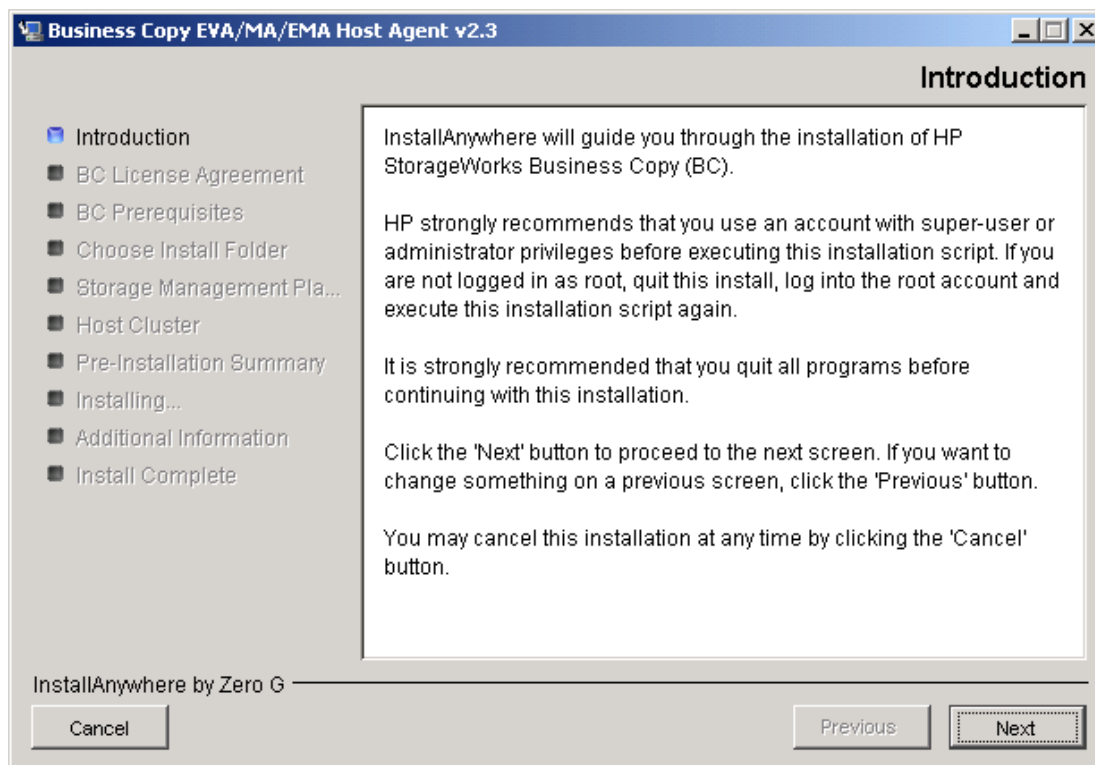
A BC host agent must be installed on the host to initiate a reinstallation.

Complete the following procedure to reinstall the BC host agent software:

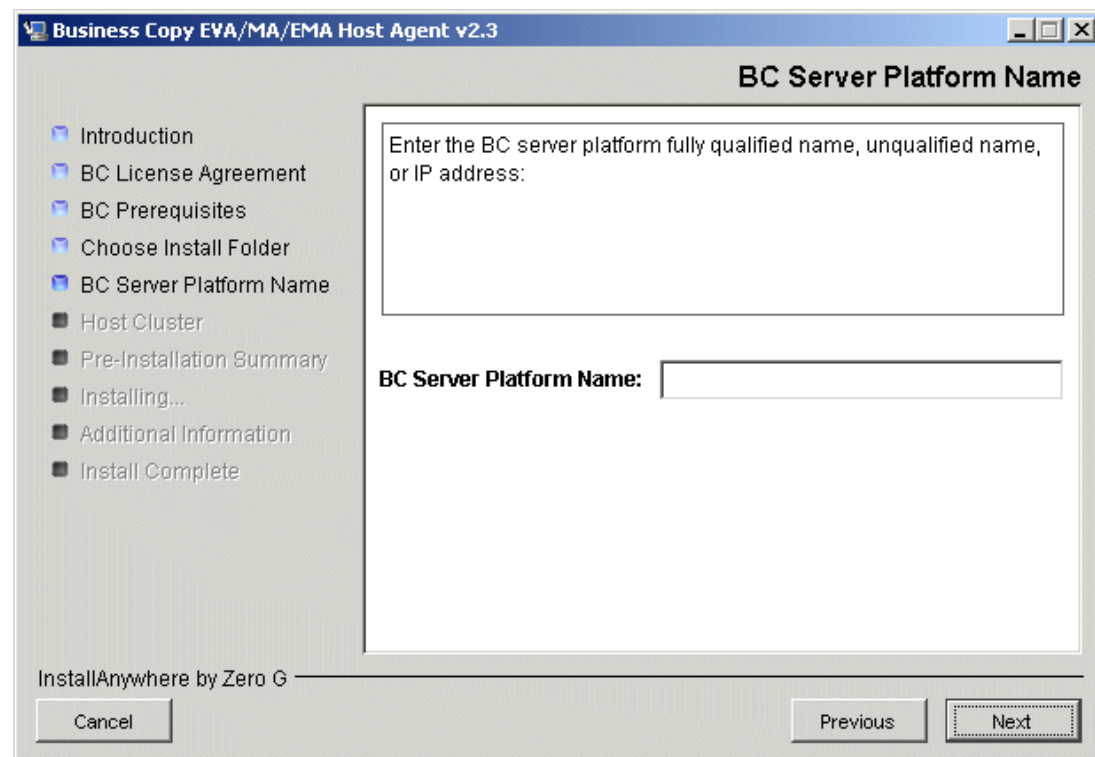
1. Locate the BC host agent CD-ROM.
2. Insert the CD-ROM into the CD-ROM drive.

An auto-run feature begins extracting the BC host agent files. After the InstallShield screens are displayed, the Introduction window displays.

Note: Click **Cancel** at any time to exit setup.

**Figure 11: Introduction window**

3. Click **Next**.

**Figure 12: BC Server Platform Name window**

4. Click **Next** to accept the current BC server platform name; otherwise, enter a new BC server platform name and then click **Next**.

A check is performed to verify communication with the BC server platform name or IP address:

- If this check fails, [Figure 13](#) displays.

This check allows an incorrect BC server platform name to be corrected. The check also provides the opportunity to continue the BC host agent installation, in the event that the LAN is down or the BC server platform is offline.

- Click **Yes** to continue the installation using the BC server platform name entered.
- Click **No** to display [Figure 12](#) and repeat [step 4](#).



Figure 13: Unable to ping BC server platform failure message

- If this check succeeds, [Figure 14](#) displays.

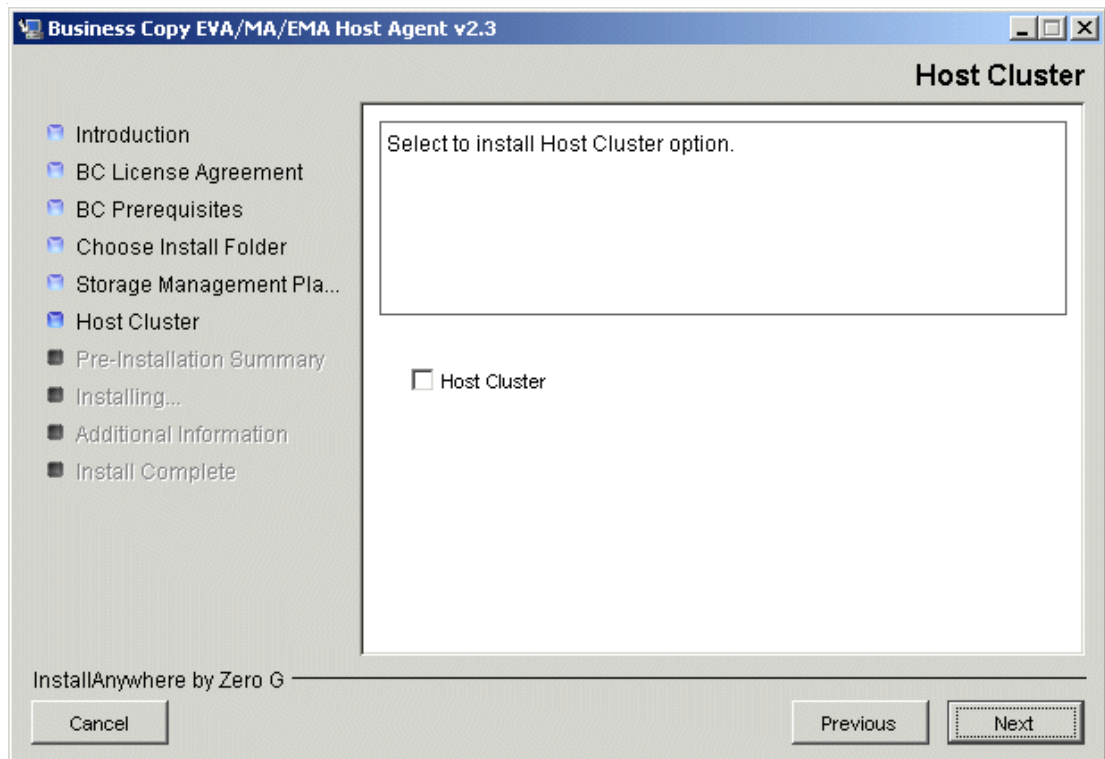


Figure 14: Host Cluster window

Note: Install host cluster support only in clusters that use the MSCS. All cluster nodes need the host cluster support enabled during BC installation. Enabling this feature on a noncluster node has no impact on BC functionality.

For standalone hosts being added to a cluster environment at a later date, the BC host agent must be reinstalled to add BC cluster functionality.

5. Click **Next** to omit host cluster support; otherwise, check **Host Cluster** to add cluster support and then click **Next**.

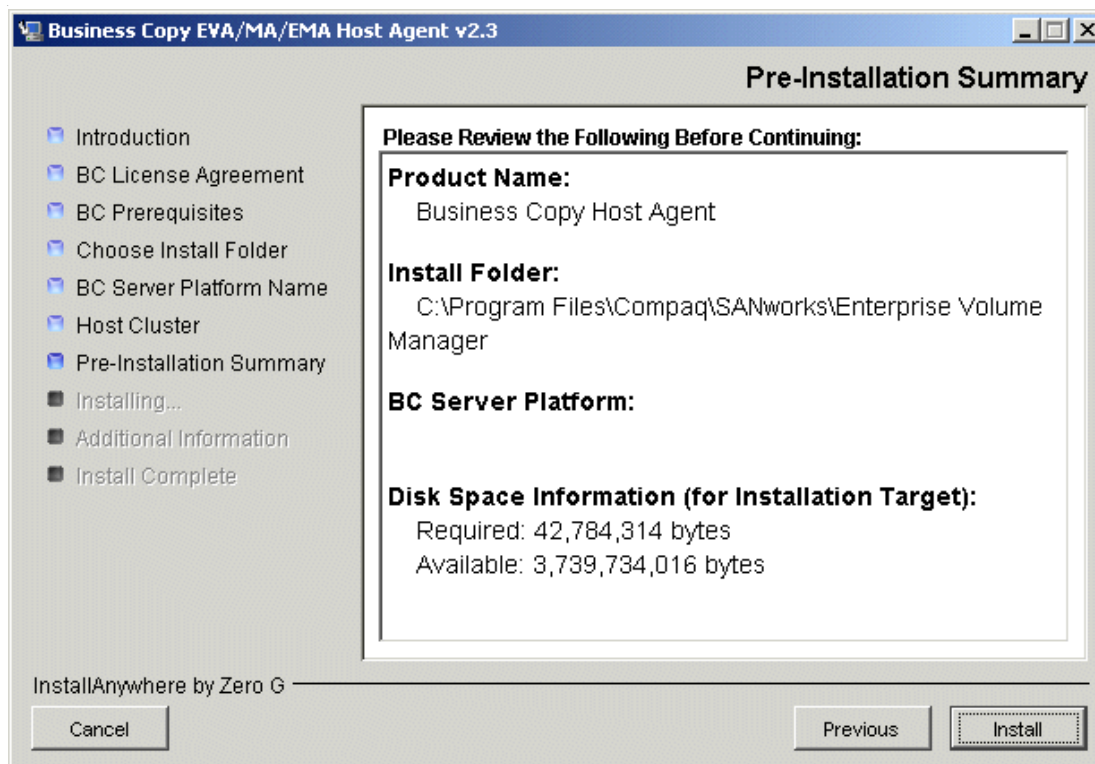


Figure 15: Pre-Installation Summary window

6. Review the Pre-Installation Summary information.
7. If the summary information is:

- Not correct, click **Previous** or **Cancel**.
- Correct, click **Install**.

An installation progress window briefly displays as the BC host agent software installs.

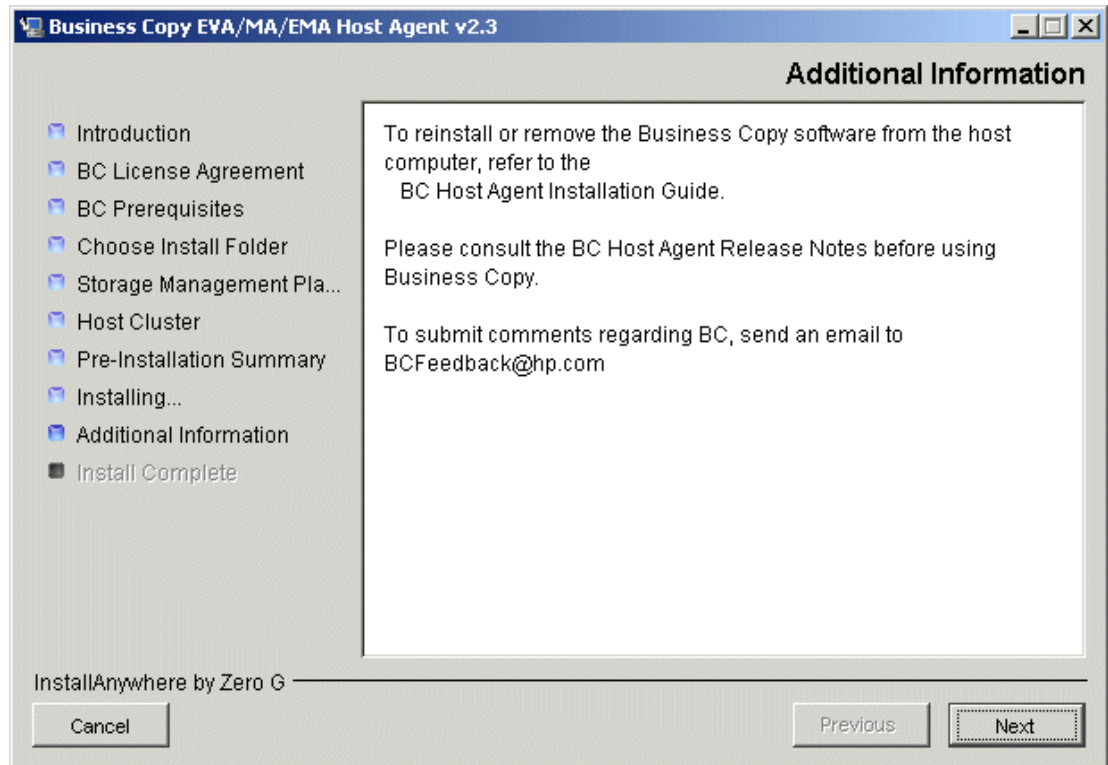


Figure 16: Additional Information

8. Click **Next**.

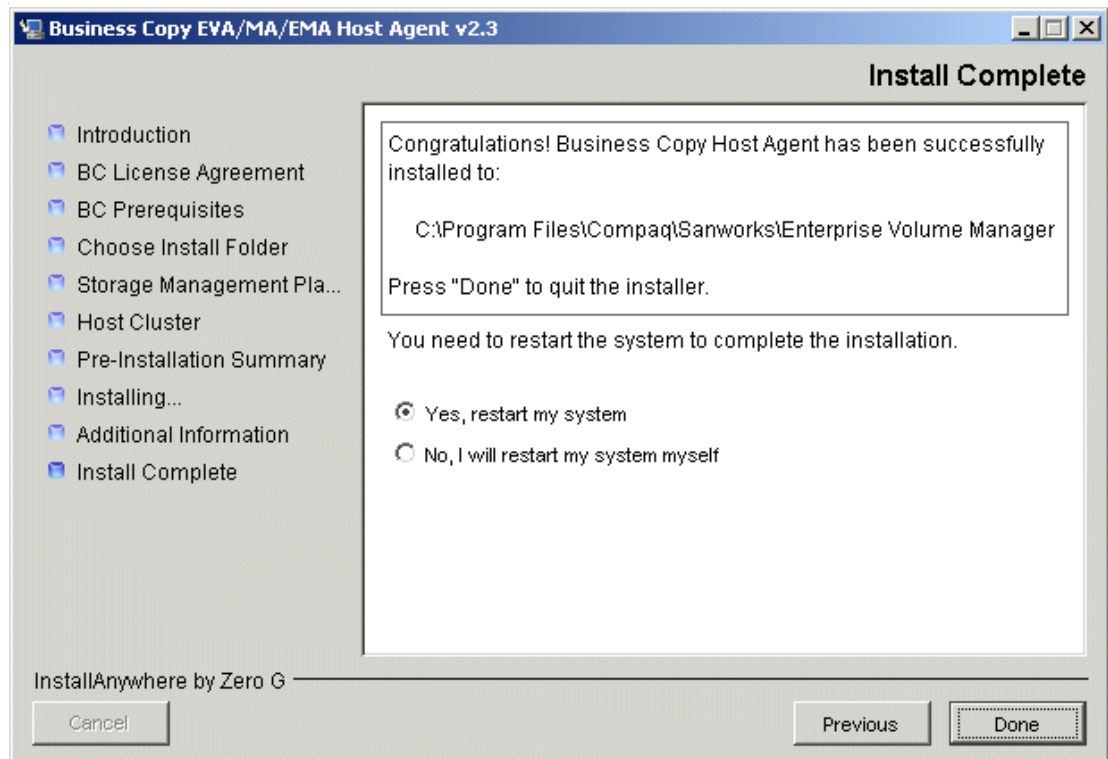


Figure 17: Install Complete window

9. Click **Done**.

The BC host agent software is reinstalled.

Note: Not all reinstallations require a system restart. A restart statement displays in the final installation screen if a restart is required. If the restart is delayed until a later time, the installation is not complete until the host system restarts.

Removing the Business Copy Host Agent

4

Removing BC host agent software involves the following major steps:

1. [Coordinating removal activities](#), page 34
2. [Starting the removal](#), page 35
3. [Completing the removal](#), page 37

Note: To remove BC from an MSCS environment, remove the BC host agent from all hosts in the cluster on which the host agent has been installed.

Coordinating removal activities

Removing a BC host agent requires coordination to make sure that the software is removed cleanly from the host.



Caution: Make sure that all personnel using storage systems associated with this BC environment are informed of the impending BC removal. Removing a BC host agent while the host agent is running a BC job can result in reduced operational capabilities and loss of data.

Ensure that:

- No BC jobs that involve the host are running or “undoing” during the removal
- No BC jobs that involve the host are scheduled to run or “undo” during the removal
- Removal activities have been coordinated with BC users and other operations

Be aware that:

- Stopping a BC host agent prevents the host computer from being recognized by the BC network
- Stopping a BC host agent prevents any jobs involving that host from running successfully

When ready, go to the next section.

Starting the removal

Complete the following procedure to remove the BC host agent software.

1. From the host computer, click **Start > Settings > Control Panel**.
2. Double-click **Add/Remove Programs**.
3. Click **Business Copy Host Agent**.
4. Click **Change/Remove**.

Note: Click **Cancel** at any time to exit setup.

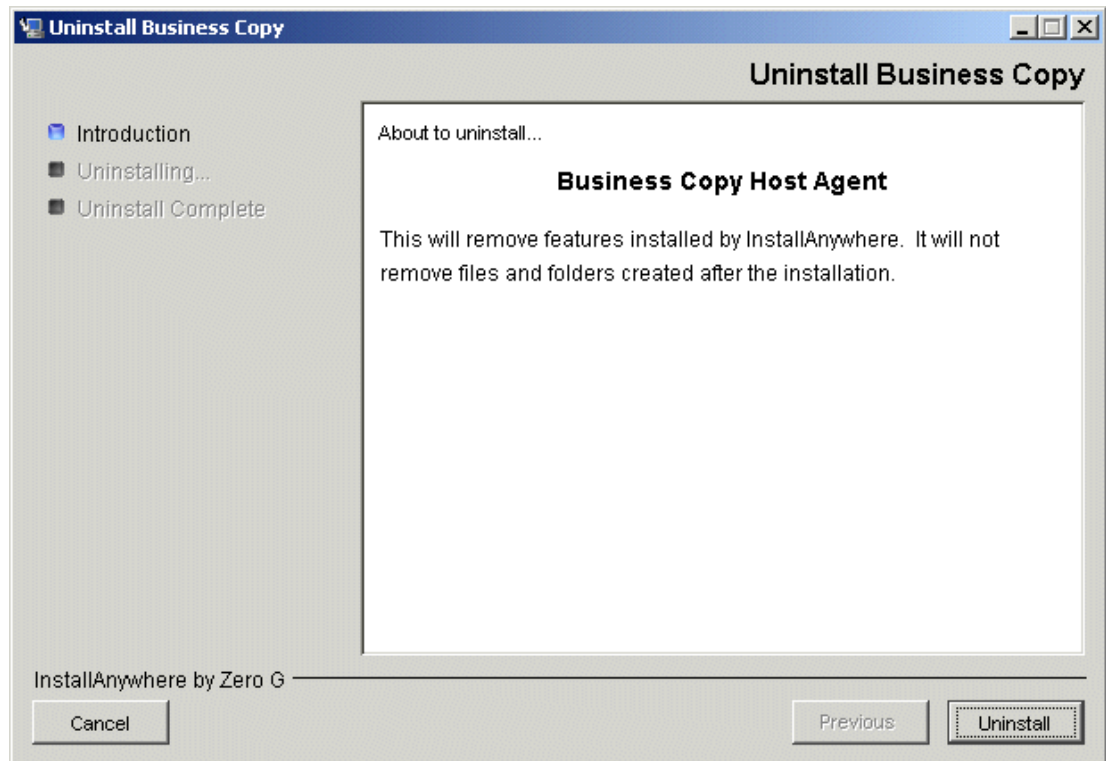


Figure 18: Uninstall Business Copy Host Agent

Note: For MSCS environments, remove the BC host agent from all hosts in the cluster on which the host agent has been installed.

5. Click **Uninstall** to uninstall the BC host agent software from the host.

A Setup Status window is briefly displayed during the removal of BC files. File removal can take anywhere from a few seconds to several minutes. No action is required.

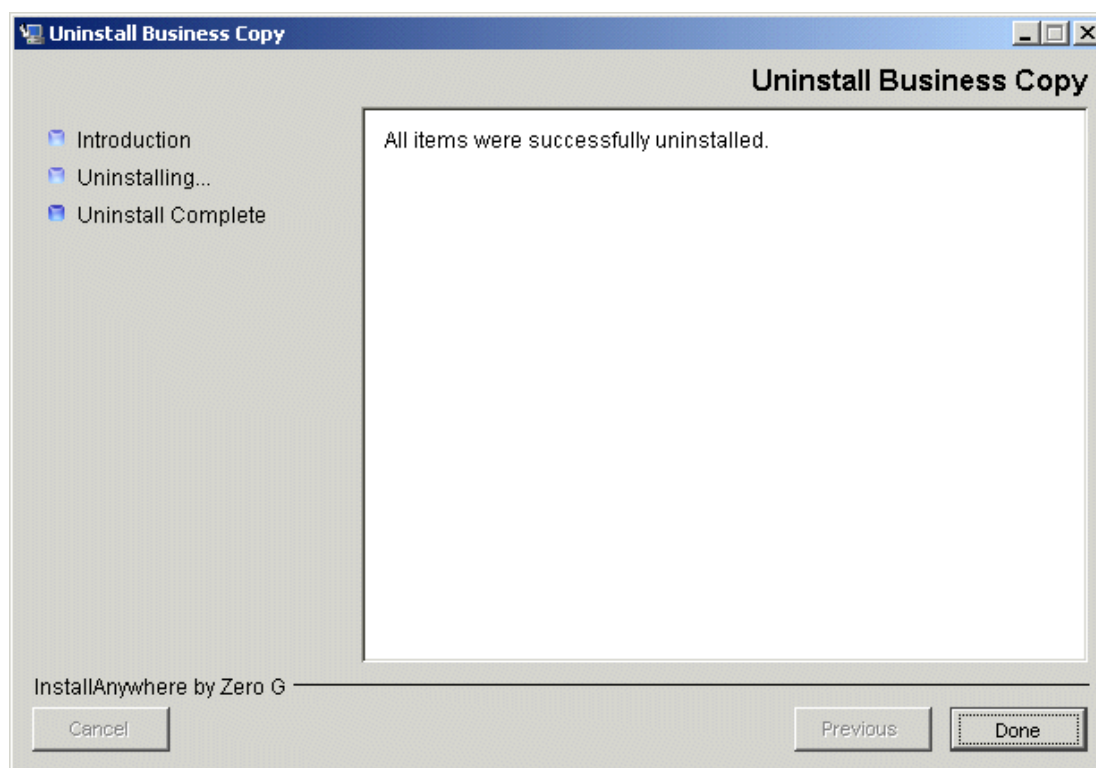


Figure 19: Uninstall Business Copy host agent complete

6. Click **Done** to exit setup.

The BC host agent is now removed from this host computer.

Completing the removal

After the BC host agent is removed, the computer can no longer participate in BC jobs. Running any BC job that involves this computer causes the job to fail.

HP recommends planning for the disposition of each BC job that involves this computer. For example:

- Delete the job (if the job will not be valid again).
- Change the job (to eliminate all references to this host computer).
- Leave the job as is (if the job might be used again).

From a BC network perspective, a BC host agent removal is not complete until all impacted BC jobs are resolved.

glossary

This glossary defines terms that are used in this guide or are related to BC.

BC environment

A SAN environment in which Business Copy replication features are available. BC features can be available through various means, such as: storage managers, BC server and jobs, BC host agents, command line interfaces, and script files.

BC network

The portion of a SAN that consists of a BC server connected via LAN to BC-enabled host computers.

BC server platform

An SMA or SMS with BC server software installed.

See also [Storage Management Appliance](#) and [Storage Management Server](#).

host

In networked storage, a computer that can perform I/O with a storage array. In general networking, any computer on a network that provides a service.

host agent

In a client/server system, a program that performs information gathering or processes tasks on behalf of a client or server. Agents often communicate with other agents to perform a collective task on behalf of the user.

host, BC-enabled

A host computer that has BC host agent software installed. Compare to standard host.

instance

The presence of a program or set of related programs in a computer or storage system.

job (BC job)

A file created by BC that represents a user request to perform a task or series of tasks. For example, the BC job named `sales_daily_backup` might:

1. Replicate virtual disks to create BCVs.
2. Mount the BCV on a server.
3. Start the tape backup of the BCV. Jobs can be created and run from the GUI, the BC command line (EVMCL), script files, or a scheduler.

OpenView

An HP line of software products that provides storage management solutions, data protection and recovery, automatic performance tuning, storage virtualization, and other features for multivendor storage environments.

SAN

Storage Area Network. A dedicated, high-speed network of storage devices that are available to servers on a LAN or WAN. As storage devices are added to the SAN, they become accessible to the servers in the larger network.

server

A computer or program that provides a service to other computers in a client/server system. Servers often run continuously, waiting for requests from clients.

service

In Windows, a program or process that conforms to the Microsoft Windows Service Control Manager specification. Windows services generally perform a low level function without being requested by the user.

BC specific. The BC server and the BC host agent for Windows are installed as services. As a service, BC does not affect the Windows user interface (desktop) or require that a user be logged on.

SMA

See [Storage Management Appliance](#).

SMS

See [Storage Management Server](#).

storage manager

A Web-based storage environment manager that enables a user to configure and monitor MA/EMA or EVA controllers. The HSG Element Manager resides on the Storage Management Appliance (SMA); Command View EVA resides on the BC server platform.

Storage Management Appliance

SMA. A host-independent server product designed to connect directly to the SAN fabric. The SMA provides a centralized point for managing and monitoring SAN elements, including HP switches and storage arrays. SMA software installed on the appliance provides a GUI interface for accessing the monitored SAN environment. The SMA software also provides a launch site for a variety of value-added HP OpenView applications and provides navigation links to directly manage storage components on the SAN.

Storage Management Server

SMS. Any HP supported hardware-software platform that is not connected to the SAN fabric and that does not serve as a storage host. SMS software installed on a platform provides a GUI interface for accessing the monitored SAN environment.

StorageWorks

An HP line of hardware and software storage solutions that provides storage management solutions, data protection and recovery, automatic performance tuning, storage virtualization, and other features for multivendor storage environments.

unit (MA/EMA only)

In StorageWorks storage systems, an identifier that the controller uses when a container is mounted on a host computer. For example, the unit identifier DI could represent a RAID 0+1 striped mirror set that is mounted on a host computer. StorageWorks disk units begin with the letter D and tape units begin with the letter T.

virtual disk (EVA only)

In StorageWorks storage systems, a simulated disk that is created from physical disks in a storage array for use by hosts.

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